

## Walk-Up Stray Protocol

1. Determine where the pet was found
  - a. If not in our jurisdiction, refer to area shelters (info attached)
2. Assess for medical needs
  - a. If sick or injured, we can assist immediately
3. Scan for a microchip
4. Let the finder know that we are only able to take animals at the shelter by appointment due to COVID operational concerns. We understand that this is frustrating and hear the concerns, but this is the current protocol. Let them know that we **can** offer the following...
5. Offer crate, food, leash, and other resources
6. Take a picture and have them fill out a stray intake form (attached) so that the PRC can create a Found Report.
7. Talk about how many stray pets are found very close to home. Have they posted to Nextdoor, Austin Lost and Found Pets, and Craigslist yet? We've seen a lot of success for Nextdoor – if they aren't already on the app, they can post in ALFP and request someone do it for them.
  - a. If they don't have Facebook, send an email to Kelsey ([kelsey.cler@austintexas.gov](mailto:kelsey.cler@austintexas.gov)) with the picture and details, and Kelsey will do a courtesy post.
8. If they cannot hold onto the pet, they can call 311 and request to speak with an Animal Protection Officer. An APO will come pick up the pet within 1-3 days.

### Have they...

- Had it scanned for a microchip?
- Walked it around the neighbor and knocked on doors?
- Posted on Nextdoor, Austin Lost and Found Pets, Craigslist?
- Hung flyers where they found it?